



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s):

Ozugur, et al.

Docket:

139164

Serial No.:

10/721,558

Art Unit:

3629

Filed:

November 25, 2003

Examiner:

Not Assigned

Title:

Web Based CRM Service Using On-Line Presence Information

INFORMATION DISCLOSURE STATEMENT

Certificate Under 37 C.F.R. §1.8(a)

Commissioner for Patents P. O. Box 1450 Alexandria, VA 22313-1450 I hereby certify that the above correspondence is being deposited with the U.S. Postal Service as First Class Mail in an envelope directed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450 on Model in Fig. 2005

Melanie Murdock

Dear Sir:

Pursuant to 37 C.F.R. § 1.56 and in accordance with 37 C.F.R. §§ 1.97-1.99, an information disclosure statement is filed on Form PTO/SB/08B. Copies of each of the references listed on the attached Form PTO/SB/08B are enclosed.

The submission of any document herewith is not considered as an admission that a prior art search has been made or that such document is material to patentability or constitutes prior art against the claims of the present application. No rights are waived hereby to take any action that would be appropriate to antedate or otherwise remove as a competent reference any document that is determined to be a prima facie prior art reference against the claims of the present application.

Respectfully submitted,

Dated: March 23, 2005

Pobbu D Clotor

ALCATEL

Reg. No. 48,130

Alcatel
Intellectual Property Department
3400 W. Plano Parkway, M/S LEGL2

Plano, TX 75075 Phone: (972) 519-2295 Fax: (972) 477-9328

PTO/SB/08a (08-03)

Approved for use through 07/31/2006. OMB 0651-0031 U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Substitute for form 1449A/PTO

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Complete if Known

Application Number

10/721 558

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

Application Number 10/721,558

Filing Date November 25, 2003

First Named Inventor Ozugur, et al.

Art Unit 3629

Examiner Name Not Assigned

(Use as many sheets as necessary) CARIMITE Name Not Ass
Sheet 1 of 2 Attorney Docket Number 139164

			U. S. PATENT	DOCUMENTS		
Examiner Initials*	Cite No. ¹	Document Number Number-Kind Code ^{2 (f known)}	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	
	A	^{US-} 2001/0032244 A1	10/18/2001	Neustel		
	В	^{US-} 2002/0145628 A1	10/10/2002	Burgin, et al.		
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-	FOREIGN PATENT DOCUMENTS									
Examiner Initials*	Cite No.1	Foreign Patent Document Country Code ³ 'Number ⁴ 'Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T⁵				
	C	GB 2 329 046 A	03/10/1999	Mitel Corporation						
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Examiner	Date	
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This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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	Substitute fo	r form 1449B/PTO			Complete if Known			
					Application Number	10/721,558		
	INFO	RMATION D	SCLOS	SURE	Filing Date	November 25, 2003		
	STAT	EMENT BY	APPLIC	CANT	First Named Inventor	Ozugur, et al.		
					Art Unit	3629		
		(Use as many sheets	as necessary)		Examiner Name	Not Assigned		
Sheet 2 of 2 Attorney Docket Number 139164						139164		

NON PATENT LITERATURE DOCUMENTS						
Examiner Initials* Cite No.1 Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), pub and/or country where published.			T²			
	D	THURMAN, et al.; Design of an Intelligent Web-Based Help Desk System; IEEE International Conference on Systems, Man, and Cybernetics; 12-15 Oct. 1997; pp. 2198-2203; Vol. 3				
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TRANSMITTAL		Filing Date	Noven	November 25, 2003			
FORM		First Named Inventor	Ozugu	Ozugur, et al.			
		Art Unit	3629	3629			
(to be used for all correspondence after in	itial filing)	Examiner Name	Not A	Not Assigned			
Total Number of Pages in This Submission	19	Attorney Docket Numbe	13916	4			
<u> </u>	ENCL	LOSURES (Check	all that app	ly)			
Fee Transmittal Form Fee Attached Amendment/Reply After Final Affidavits/declaration(s) Extension of Time Request Express Abandonment Request Information Disclosure Statemer Certified Copy of Priority Document(s) Reply to Missing Parts/ Incomplete Application Reply to Missing Parts under 37 CFR 1.52 or 1.	F F C C F F C C F F F C C F F F F F F F	Drawing(s) Licensing-related Papers Petition Petition to Convert to a Provisional Application Power of Attorney, Revoca Change of Correspondence Ferminal Disclaimer Request for Refund CD, Number of CD(s) Landscape Table on	e Address	Postc	Appea of App Appea (Appea Propri Status Other below	Allowance Communication to TC al Communication to Board beals and Interferences al Communication to TC al Notice, Brief, Reply Brief) etary Information s Letter Enclosure(s) (please Identify):	
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